

# Revenues & Benefits



ADUR & WORTHING  
COUNCILS

## Registering for Self Service

Once you have accessed the Self Service web page, follow these steps to register:

1. You cannot access Self Service without registering first, so click on the **“Register Now”** button.

The screenshot shows the 'Sign In' and 'Register' sections of the web page. A red arrow points from the text '“Register Now”' in the instructions to a button labeled 'Register Now' in the 'Register' section. The 'Sign In' section includes a 'Sign In' button and links for 'I forgot my username' and 'I forgot my password'. The 'Register' section includes a 'Register Now' button and a list of reasons to register an account.

Dashboard Welcome Guest! Sign In / Register Help

### Sign In

\*Got a Self Service account? \*Having login problems?  
Please email us on [revsbens@adur-worthing.gov.uk](mailto:revsbens@adur-worthing.gov.uk)

.....

Username

Enter the Second and Sixth characters from your password.

**Sign In**

[I forgot my username](#)  
[I forgot my password](#)

### Register

.....

Register an account in a few simple steps

**Register Now**

#### Reasons to register an account

Registering an account will enable you to access information or make payments for local authority services such as:

- Council Tax
- Housing Benefit and Council Tax Support
- Landlord
- Business Rates

2. Fill in the required details on the registration screen shown below, including your name, email address, and security questions

Dashboard Welcome Guest! Sign In / Register Help

### Step 1 of 4 - Your Details

Already have an account? [Sign in](#)

#### Personal Details

Forename

Surname

Mobile Number

Telephone

Email Address

Confirm Email Address

then click on the “Next” button.

3. You can now choose which services you want to sign up for, or you can do this later. The services available are “Council Tax”, “Business Rates”, “Benefits” (as the claimant) or “Landlord” (as the landlord of a Housing Benefit claimant).

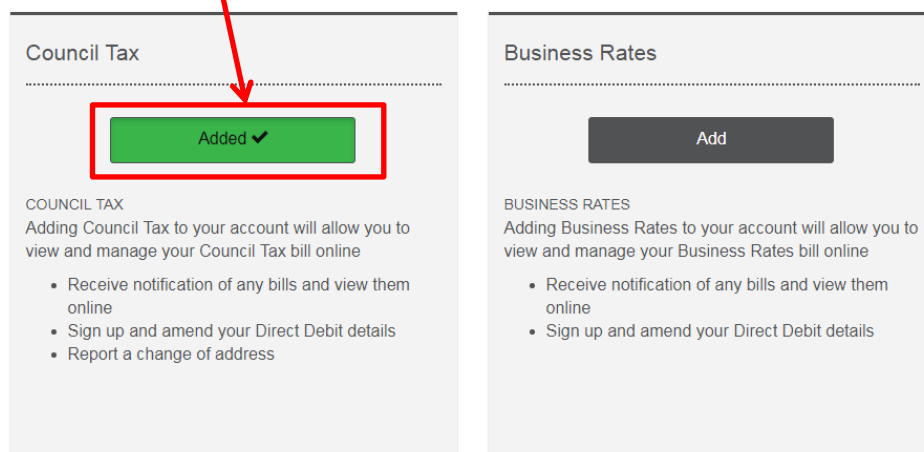
The “Landlord” service only allows you to view details about tenants that you’re receiving Housing Benefit payments for, and will not allow you to view details of your tenant’s personal circumstances.

To select a service click on one or more of the tiles below to turn the “Add” button green

#### Step 2 of 4 - Add services

Optional - Choose services you would like to sign up to. Don't worry if you do not want to add any now; this can be done at anytime.

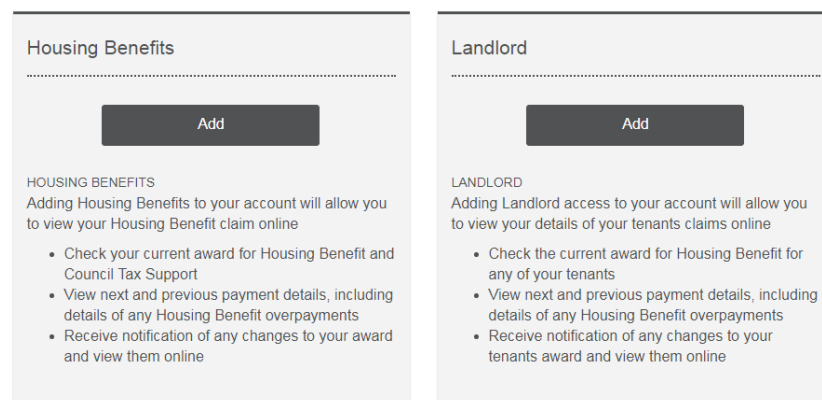
#### Revenues



The 'Revenues' section contains two tiles. The 'Council Tax' tile has a green 'Added' button with a checkmark, which is highlighted by a red box and a red arrow. The 'Business Rates' tile has a grey 'Add' button. Both tiles list benefits of adding the service, such as receiving bill notifications and managing Direct Debit details.

Service	Status	Benefits
Council Tax	Added ✓	• Receive notification of any bills and view them online • Sign up and amend your Direct Debit details • Report a change of address
Business Rates	Add	• Receive notification of any bills and view them online • Sign up and amend your Direct Debit details

#### Benefits



The 'Benefits' section contains two tiles. The 'Housing Benefits' tile has a grey 'Add' button. The 'Landlord' tile has a grey 'Add' button. Both tiles list benefits of adding the service, such as checking current awards and viewing payment details.

Service	Status	Benefits
Housing Benefits	Add	• Check your current award for Housing Benefit and Council Tax Support • View next and previous payment details, including details of any Housing Benefit overpayments • Receive notification of any changes to your award and view them online
Landlord	Add	• Check the current award for Housing Benefit for any of your tenants • View next and previous payment details, including details of any Housing Benefit overpayments • Receive notification of any changes to your tenants award and view them online



The bottom navigation bar shows 'Step 2 of 4' and a 'Next' button, which is highlighted by a red box and a red arrow.

then click on the “Next” button.

4. A new window will appear advising you an email has been sent to your nominated email account containing a link which will activate your account. Please access your email to verify your account.


[Dashboard](#)[Welcome Guest!](#)[Sign In / Register](#)[Help](#)

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## Step 3 of 4 - Verify email

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An email has been sent to **xxxxx.xxxxx@outlook.com** containing a link which will activate your account.

 Your account will not be active until you follow the link in your email.

The e-mail sent to you for activation *may* appear in your 'Junk' folder instead of your 'Inbox'.

Now please close this page and go to your email account.

Step 3 of 4


5. Once you have activated your account you will see this screen.

[Dashboard](#)[My Services](#)[My Activity](#)[sue](#)[Help](#)

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## Step 4 of 4 - Complete

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 Your account is now active and ready to use .

Step 4 of 4

[Take the tour](#)[No thanks](#)

6. You now have the option to “Take the Tour” or “No Thanks”. If you choose “No Thanks”, you will be taken to the next screen.

7. If you have selected one or more services in step 3, the following screen will appear. Please enter either your

- Council Tax account number (this is the nine-digit number beginning with “9” that’s shown on your Council Tax bill)
- Business Rates account number (this is the nine-digit number beginning with “1” that’s shown on your Business Rates bill)
- Benefit claim number (this is the nine-digit number beginning with “5” that’s shown on your award letters)
- Landlord (this is the eight-digit number beginning with “9” that’s shown on the counterfoil of the cheques or BACS remittance that’s sent to you when payments are issued)

And then click on the “Access Now” button.

The screenshot shows the 'My Services' dashboard. At the top, there are navigation tabs: 'Dashboard', 'My Services' (which is active), and 'My Activity'. On the right, there is a user profile 'sue' and a 'Help' link. Below the navigation bar, the heading 'My Services' is displayed. A sub-heading reads 'This is your My Services dashboard'. The main text explains that users can access their services from here and provides instructions on how to add new services or accounts. A section titled 'Reference Number:' explains that users will be asked for a reference number when adding an account, which could be a Council Tax, Business Rates, Benefit claim, or Landlord number. Below this text, there is a light grey box containing an 'Add Service' button and a link that says 'Click Add Service to see the list of available services'. At the bottom of the page, there is a card for 'Council Tax'. Inside this card, the text 'Account Reference Number' is followed by a text input field. A red box highlights this input field and the 'Access Now' button located below it. A red arrow points from the input field to the 'Access Now' button.

Dashboard My Services My Activity sue Help

## My Services

**This is your My Services dashboard**

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

**Reference Number:**

When adding your account, you'll be asked to provide your "reference number" - this is your Council Tax or Business Rates account reference number, your Housing Benefit claim number or your Landlord creditor number. Once you have entered your reference number, you can access your account using the 'Access Now' button.

Add Service Click Add Service to see the list of available services

Council Tax

**Account Reference Number**

Access Now Enter your PIN

8. The next screen will ask you details that are linked to your account. For example, for your Council Tax account it will ask you the following information.

## Request Access to Council Tax Account

all fields marked with \* are required

Day of the month Council Tax instalment is due\*

**Please complete as much of this form as you can. You can continue when enough information has been given**

Bank account number from Direct Debit used to pay Council Tax

Amount of last Council Tax payment made £

Surname

Postcode

Phone Number

☐ I don't have enough information to continue

9. If you do not have enough information, you can tick the "I don't enough information to continue" box and you can then request a PIN

Dashboard

My Services

My Activity

sue ▾ Help

## Request Access to Council Tax Account

Unfortunately we do not hold enough information about you in our system to be able to securely authenticate you. On this occasion we will therefore need to send you a PIN through the post which will allow you to access the service. Please click on the button to confirm you require a PIN letter to be sent to you.

Send me a PIN

Cancel

Please note: you will be sent a separate PIN for each service that you register for.

10. For security reasons a letter confirming your PIN will be sent to you by post. You will not be able to access your account online until you receive this so you should either
  - a. Log out of Self Service (by clicking on your user name shown in the top right-hand corner of the screen); or
  - b. Add another service by clicking on the “Add Service” button
11. Once you receive your PIN you should return to the Self Service login page shown in step 1 of this guide. Enter your username and two of the characters from your password. You will then be asked to enter the answer for one of the security questions that you set up during the registration process.

12.A screen similar to the one shown below will then appear

## My Services

### This is your My Services dashboard


From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

#### Reference Number:

When adding your account, you'll be asked to provide your "reference number" - this is your Council Tax or Business Rates account reference number, your Housing Benefit claim number or your Landlord creditor number.

Once you have entered your reference number, you can access your account using the 'Access Now' button.

Click Add Service to see the list of available services

 Council Tax

Account Reference Number

You should enter your Account Reference Number then press "Enter your PIN" the PIN that's shown in the letter that you've received to activate the service.

You will only need to enter this PIN once - every time you log in to Self Service from now on you will simply need to enter your username and two randomly-requested characters from your password.

13.If you subsequently subscribe to an additional service (e.g. you initially subscribe for Council Tax but then register for Benefits at a later date) you will be sent a separate PIN for the new service and will need to enter this once you receive the letter confirming your PIN.



- 14.If you have more than one Council Tax or Business Rates account number you can add an account by clicking on the “+ Add account” button.

## My Services

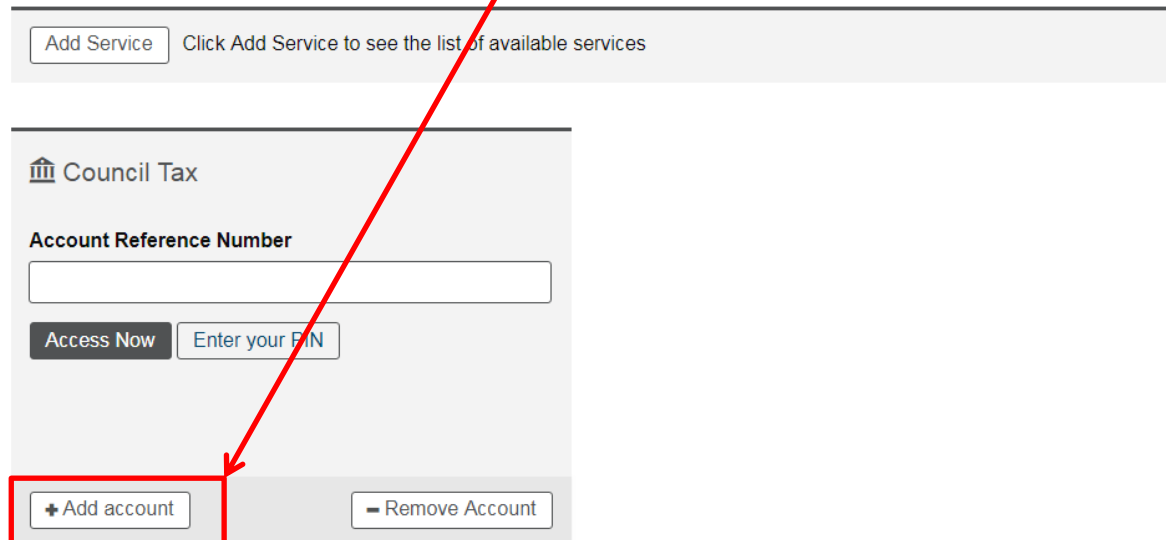
### This is your My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

### Reference Number:

When adding your account, you'll be asked to provide your "reference number" - this is your Council Tax or Business Rates account reference number, your Housing Benefit claim number or your Landlord creditor number.

Once you have entered your reference number, you can access your account using the 'Access Now' button.



The screenshot shows the 'My Services' dashboard. At the top, there is a button labeled 'Add Service' and a text prompt: 'Click Add Service to see the list of available services'. Below this is a service tile for 'Council Tax'. The tile has a header with a council icon and the text 'Council Tax'. Underneath is the label 'Account Reference Number' followed by a text input field. Below the input field are two buttons: 'Access Now' and 'Enter your PIN'. At the bottom of the tile, there are two buttons: '+ Add account' and '- Remove Account'. A red arrow originates from the '+ Add account' button and points towards the text in step 14.

- 15.You can then follow the steps above to “Access Now”, from Step 7, or if you haven’t got all the information you need, you can request a PIN, from Step 9.